

# MSDF Annual Report



Milwaukee Secure Detention Facility  
Fiscal Year 2015-16

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## ACRONYMS

ABE	Adult Basic Education	KMCI	Kettle Moraine Correctional Institution
ADA	American with Disabilities Act		
AODA	Alcohol and Other Drug Abuse	LEP	Limited English Proficiency
ATR	Alternative to Revocation	LTE	Limited Term Employee
BOCM	Bureau of Offender Classification and Movement	MATC	Milwaukee Area Technical College
		MSDF	Milwaukee Secure Detention Facility
CFSL	Correctional Food Service Leader	MSCC	Marshall Sherrer Correctional Center
CFSS	Center for Self Sufficiency		
CGIP	Cognitive Intervention Program	MWCC	Milwaukee Women's Correctional Center
CHI	Confidential Health Information		
CNT	Crisis Negotiation Team	NLCI	New Lisbon Correctional Institution
COND	Condition	NCVRW	National Crime Victims' Rights Week
CORR	Correspondence		
CR	Conduct Report	OCS	Offender Classification Specialist
		OOA	Office Operations Associate
DAI	Division of Adult Institutions	OPA	Office Program Assistant
DCC	Division of Community Corrections	OSHA	Occupational Safety & Health Administration
DCI	Dodge Correctional Institution		
DMV	Department of Motor Vehicles	POSC	Principles of Subject Control
DOC	Department of Corrections	PRC	Program Review Committee
DV	Domestic Violence	PREA	Prison Rape Elimination Act
		PSU	Psychological Services Unit
ERU	Emergency Response Unit	PUB	Publications
FAFSA	Free Applications for Federal Student Aid	RCI	Racine Correctional Institution
FCCC	Felmers Chaney Correctional Center	RYOCF	Racine Youthful Offender Correctional Facility
FTE	Full Term Employee		
FY	Fiscal Year	STG	Security Threat Group
GED	General Education Diploma	TLU	Temporary Lock Up
GBCI	Green Bay Correctional Institution		
		VOP	Violation of Probation or Parole
HSED	High School Equivalency Diploma		
HSU	Health Services Unit	WCCS	Wisconsin Correctional Center System
HVAC	Heating Ventilation, Air Condition	WCI	Waupun Correctional Institution
		W RTP	Wisconsin Regional Training Partnership
ICE	Inmate Complaint Examiner		
ICRS	Inmate Complaint Review System		
ID	Identification		
I/M	Inmate		

## MESSAGE FROM WARDEN RONALD K. MALONE

Greetings,

I am honored and appreciative to have been selected in October 2015 to serve as the 3<sup>rd</sup> Warden of the Milwaukee Secure Detention Facility. I began my Wisconsin Department of Corrections career in 1998 as a Probation and Parole Agent in Milwaukee. I have held many leadership positions in my correctional career and worked at a number of institutions including: Warden at Oakhill Correctional Institution; Deputy Warden at Racine Correctional Institution, Oshkosh Correctional Institution and Racine Youthful Offender Correctional Facility; Superintendent at Oregon Correctional Center; and Superintendent of the Milwaukee County House of Correction.

Like my predecessors, Wardens John Husz and Floyd Mitchell, I am extremely proud to be the Warden of the most unique institution within the Wisconsin Department of Corrections. MSDF, a high rise facility located in downtown Milwaukee, Wisconsin, houses both male and female inmates, operating as a jail and a prison. MSDF also serves as an intake facility and a Community Corrections holding facility. Offenders are placed at MSDF for Alternative to Revocation (ATR) programs for Alcohol and Other Drug Abuse (AODA) and Domestic Violence.

The extremely competent and diverse team of employees at MSDF is what truly makes this institution unique. Our treatment programming and collaborations with our multiple community providers continues to grow.

I am delighted to continue our wonderful partnership with the Milwaukee Community Justice Council and all of our criminal justice/public safety partners as we work together to address the many issues facing southeast Wisconsin.

You will find in our 2016 annual report that our employees truly value the mission and core values that have been entrusted in us as employees and members of our communities that we serve. In addition, you will also discover our strong commitment to building stronger communities and families within the City of Milwaukee.

### Department of Corrections Mission Statement

- **Protect** the public, our staff, and those in our charge.
- **Provide** opportunities for positive change and success.
- **Promote**, inform, and educate others about our programs and successes.
- **Partner** and collaborate with community service providers and other criminal justice entities.

### Department of Corrections Core Values

#### **We are accountable to each other and the citizens of Wisconsin.**

- We manage our resources in an efficient, effective, sustainable, and innovative manner.
- We demonstrate competence and proficiency in the work necessary to accomplish our mission.
- We take individual responsibility for how we plan, perform, and manage our work.

#### **We do what's right - legally and morally - as demonstrated by our actions.**

- We value courage, candor, and conviction of purpose.
- We expect ethical behavior and integrity in all we do.
- We require honesty, adherence to the law, and the fair and equitable treatment of others.

#### **We recognize employees as the department's most important resource.**

- We work towards building a workforce of diverse individuals who achieve great things together.
- We recognize exemplary performance.
- We advocate in the best interest of our workforce.

**We value safety – for our employees, the people in our charge and the citizens we serve.**

- We provide the resources and training necessary for employees to safely accomplish our mission.
- We operate safe and secure facilities.
- We offer opportunities for offenders to become productive members of their communities.

**We expect competence and professionalism in our communications, demeanor, and appearance.**

- We demonstrate knowledge and skills within our areas of responsibility.
- We respond effectively and appropriately in our interactions and communications.
- We treat all people with dignity and respect.
- We recognize that we have one opportunity to make a positive first impression.

FAST FACTS	
Opened	October 1, 2001
Security Level	Medium
Operating Capacity	1040
Current Population	1045
Security Staff	248
Non-Security Staff	135
Inmate to Staff Ratio	3:1
Site Size	1 City Block/300,000 Square Feet Building Space
Annual Budget	See Budget Section under Business Office, Page 6
Canteen/Catalog Sales	\$801,018.56

## MILWAUKEE REGIONAL COMMUNITY ADVISORY BOARD

The Milwaukee Regional Community Advisory Board has representatives from MSDF (various levels of staff represented), Felmers Chaney Correctional Center, Marshall Sherrer Correctional Center, Milwaukee Women's Correctional Center, Division of Community Corrections and Division of Juvenile Services, along with representatives from various criminal justice, community, and faith-based agencies and organizations. In Fiscal Year 16 the Board met in March, 2016.

The Milwaukee Regional Community Advisory Board is used as a means of enhancing public education about the Department of Corrections and more specifically MSDF. By providing positive two-way communication with the community, MSDF also has the opportunity to advocate and secure support for issues that are relevant to our operations.

Specifically, the Community Advisory Board:

1. Acts as liaison between MSDF and the surrounding community;
2. Keeps informed relative to policies, programs and conditions at MSDF;
3. Provides relevant information to the community and encourages community interest and involvement in the facility;
4. Takes action as appropriate to further the purpose of the Community Advisory Board.

## HUMAN RESOURCES

The mission of the Human Resources Office within the Milwaukee Secure Detention Facility (MSDF) is multifaceted. We support the goals of the institution and Department by providing necessary support and resources to our staff of nearly 400 employees. One primary goal is to attract qualified prospective applicants through recruitment efforts and subsequently staff the vacancies. The focus then evolves into retention.

As of December 31, 2015, MSDF was budgeted for 248 FTE Officer/Sergeant positions and 135 FTE Non-Officer/Sergeant positions for a total of 383 FTE when fully staffed. The figures below include 19 LTE employees.

<b>MSDF Staff as of June 30, 2016</b>						
	Male	% of Total Males	Female	% of Total Females	Total	% of Total Staff by Race
(1) Black	74	32%	53	45%	127	36%
(2) Asian	2	0%	0	0%	2	0%
(3) Native American	0	0%	0	0%	0	0%
(4) Hispanic	18	8%	11	9%	29	8%
(5) White	141	60%	54	45%	195	55%
<b>TOTAL</b>	<b>234</b>		<b>119</b>		<b>353</b>	

*\*Percentages are approximate and rounded to next highest percentage*

### PERSONNEL TRANSACTIONS July 1, 2015 – June 30, 2016

93 - New incoming employees to MSDF

95 - Outgoing employees (transfer out, promotion out, termination, etc.)

20 - Internal transactions (transfers, promotions, etc.)

## MANAGEMENT SERVICES

The Management Services Section is supervised by the Correctional Management Services Director. Departments which make up the Management Services Section include: Business Office, Warehouse, Laundry, Canteen, Food Service and Maintenance. Information Technology also falls under this section.

### BUSINESS OFFICE

The Business Office provides accounting and purchasing functions for the entire institution. Specific responsibilities include offender trust account activity, accounts payable and receivable, offender payroll, major assets inventory, purchasing and providing support for the canteen and warehouse operations. The Business Office includes a total of 4 Financial Specialists and is under the direction of the Financial Program Supervisor. The Business Office rolled out a new Financial Program (STAR) in October 2015. At the present time Madison has not balanced Fiscal Year "16" so totals are not yet accurate. Below is the best guesstimate for the categories.

### BUDGET

MSDF's operational budget for State Fiscal Year '16' ran from July 1, 2015 to June 30, 2016. Major cost outlined below.

	<u>Salaries</u>	<u>Food Service</u>	<u>Supplies/Other</u>	<u>Maintenance</u>	<u>Fuel &amp; Utilities</u>
Permanent	\$16,409,192.72	\$1,368,288.51	\$585,041.22	\$184,533.20	\$876,422.89
LTE	\$ 312,969.22				
Fringe	\$ 8,510,143.42				

Purchase of Services

111 – Aid to organizations/individuals	\$ 83,955.57
112 – CGIP	\$ 6,000.00
166 – Correctional Enterprises	\$ 2,499.80
184 – Telephone	\$ 69,220.35
Canteen	\$ 71,314.38
167 – Title 1	\$ 3,500.00
<b>TOTAL</b>	<b>\$236,490.10</b>

Purchase of service funds were used in conjunction with programs.  
 Remaining funds used for day-to-day materials and operational needs.

Inmate Payments

Medical Co-Pay	\$13,610.28	Legal Loans	\$369.64
Victim Witness Fees	\$ 3,837.24	General Loans	\$148.61
DNA Surcharge	\$ 6,271.09	Filing Fees	\$241.34
Child Support Pay	\$ 5,919.43		
Restitution/Court	\$13,507.97		

**Canteen/Catalog Sales** - \$801,018.56

**WAREHOUSE**

The warehouse provides services to MSDF in three primary areas: Laundry, Canteen and Material/Supplies. The warehouse is staffed with 1 of each: Inventory Coordinator, Inventory Coordinator-Advanced and Correctional Officer.

**LAUNDRY**

Laundry co-ordinates provision of clothing for just under 1,000 offenders per month. On average this includes two exchanges per week for underwear, t-shirts and socks; one exchange per week for pants, shirts, shorts and linens. Blankets are exchanged four times per year. Soiled laundry is sent to the warehouse from all floors for transport to Badger State Industries at OSCI. Limited laundry is washed on-site.

**FOOD SERVICE**

The Milwaukee Secure Detention Facility's Food Service Department provides the meals to all inmates and security staff. Over **3,300 meals** are prepared and served each day with a total of approximately **1,200,000 served per year**. Daily operations run from 5:30 AM to 4:30 PM. The kitchen is run by a Food Service Administrator and Food Service Manager and is staffed with eight CFSL2s. Food Service employs two DAI inmate cooks and 12 other DAI inmates during the day to assist with production and lunch service. Approximately 24 DCC inmates assist with dinner and maintaining, clean-up of the kitchen in the late afternoon and evenings. For 2015, the Milwaukee Secure Detention Facility served **1,183,328 meals** at an average cost of **\$1.09 per meal**.

**MAINTENANCE**

The Maintenance Department is comprised of both trade and non-trade staff, providing a full complement of skills/knowledge, to trouble-shoot/make repairs, installing new equipment, along with managing a preventative maintenance program and coordinating new facility initiated projects. This department works closely with the planning, oversight and coordination of both Small and Capital Funded Projects, providing operational efficiency.

Staffing includes the following classifications:

A Superintendent of Building and Grounds, Building and Grounds Supervisor, Office Operation Associate, Electrician, Plumber, two Electronic Technicians-Seniors, HVAC Specialist, five Facilities Maintenance Specialist

Advanced, and one Facility Maintenance Specialists. Currently both Electronic Technician positions are vacant. Recruitment is ongoing.

#### Current Small and Capital Funded Projects:

- Radio system replacement for all radios and vehicles was completed
- HVAC Multi-Phased Project to address the overall system is in process for the next few years
- Door control system and intercoms/paging and programming is the pre-construction phase
- Surveillance system upgrade and replacement project is currently in process
- Façade inspection project has been approved and is currently in the pre-contract phase
- Canteen kiosk project is awaiting vendor approval

MSDF continues to be involved with area institutions and centers this year. MSDF has provided repair services to MWCC, MSCC, KMCI, RCI, etc. In addition MSDF has received assistance from NLCI and RCI.

## SECURITY

The Security Department consists of: 1 Security Director, 10 Captains, 6 Lieutenants, 77 Sergeants (4 vacancies), 150 Officers (21 vacancies), 1 Security OOA, 2 LTE Officers, 7 LTE Security Officer 2's and 1 Security Program Assistant – Confidential.

**Training** - MSDF employs approximately 227 uniformed Correctional personnel and 100 non-uniformed correctional personnel. The institution operates on a regular basis each day, with the exception of the 1st and 3rd Wednesday of each month which has been designated as Staff Training Days. On those days, the institution operates in a modified lock down mode. Staff is afforded the opportunity to attend various training seminars on those days. Uniformed correctional personnel received additional training in Restrictive Housing operations, POSC, ERU, CNT, STG, Harassment and Hazing, in addition to the mandatory training sessions online. Class room Suicide Prevention was also provided to all uniformed / non-uniformed staff. A presentation on Trauma in the Workplace was very well received. A multi-disciplinary Training Committee was developed. This committee will meet various times throughout the year to develop a well-rounded training agenda for all staff.

**ERU** - Continues to perform at a high level. Members were trained in tactical shooting and team building. Tactical Team members trained in POSC, Room Clearing, and Weapon Retention. ERU Joint was cancelled for 2015/2016. MSDF Tactical and Negotiations (CNT) teams attended/developed a “mini-joint” training held at the Southern Oaks Girls School. MSDF was joined by RCI and RYOCF. ERU and CNT were able to work together on a “real-life” hostage scenario.

**Weapons Re-Qualifications** - MSDF conducted several training sessions at the Milwaukee County Sheriff's Training Center Indoor Range. Kettle Moraine Correctional Institution's outdoor range was used for training MSDF Tactical Team/Supervisors/Transportation team members.

**Restrictive Housing** continues to improve our daily operations to meet and exceed national standards. Some of the keys components to improve the restrictive housing units are:

- Providing in cell and out of cell programming for inmates that wish to participate.
- Recreation staff conducts rounds on the units at least twice a week, distributing puzzles, drawing paper etc. They also will play various games with the inmate population such as bingo and award winners with allowable canteen items.
- PSU staff, HSU staff and unit social workers conduct several rounds each week to speak with and evaluate each inmate in restrictive housing.
- In the past year, inmate work crews repainted all cells and cleaned all cell door traps and tracks. Staff on the unit continue to ensure that a clean and organized unit is maintained.



- New ambulatory restraint equipment was purchased and utilized to prevent/reduce self-harm behavior.

**Incident Reports** – A total of **1803** incident reports were written in FY '16, compared to **1438** in FY '15. MSDF's incident reports increased by **365** incident reports.

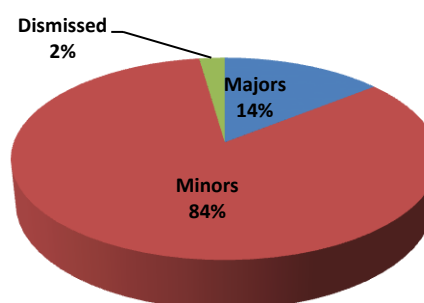
#### Visitation from 07/01/15 to 06/30/16:

➤ Tele - visits	18,926
➤ Professional Visits	1,232
➤ Segregation Visits	122
➤ Contact Visits	99
➤ Special Visitor	14
➤ No Contact Visits	7

#### MSDF CONDUCT REPORTS FY16 – 07/01/15 thru 06/30/16

MSDF CRs	Total	Percentage
Majors	486	14%
Minors	2836	84%
Dismissed	77	2%
Complete Total	3399	100%

#### Conduct Reports FY 16



## MSDF ATR PROGRAMS

This was our eleventh full year with the Alternative to Revocation (ATR) Programs at MSDF. We have a total of **224 beds** (154 – 90 Day AODA ATR, 36 – 90 Day AODA DV ATR, 34 – 60 Day Cognitive ATR). In March of 2016, we started a 60 Day Cognitive ATR. The 60 Day Relapse program was eliminated and replaced with a 90 Day Cognitive ATR program. We have 20 ATR Social Workers (two current vacancies), 2 Clinical Supervisors, and 1 Office Operations Assistant.

All ATR Social Workers and Clinical Supervisors are now trained in the cognitive program, Thinking for a Change. The offenders receive this program, as well as the New Freedom Program. Some of the uniformed staff were also trained in Thinking for a Change.

The ATR process is initiated by an offender's DCC Agent and is facilitated by the Bureau of Offender Classification and Movement (BOCM) with final approval by DCC and DAI, as well as the receiving institution. After successful completion of the program, the offender is released back to the community to continue to serve his supervision time.

The DCC ATR Programs continue to run smoothly. MSDF would like to thank BOCM Classification Specialists statewide and especially BOCM staff here at MSDF. The referral process and coordination of scheduling groups/transportations is an ongoing challenge.

We continue to bring in a variety of additional programs such as Healthy Relationships, Getting Out Staying Out, Inside Out Dads, Dad Boot Camp, and Driver's Education, etc. All programs have been positively received by inmates and staff alike.

### Updated Statistics

The ATR Program enrolled **617** offenders during this time; and **544** offenders successfully completed their ATR during this time.

For 7/1/15 to 6/30/16, the numbers are as follows:

#### Total number of offenders who were enrolled in their ATR Program between 7/1/15 to 6/30/16:

<b>Total</b>	<b>617</b>
<b>90 Day Cognitive</b>	<b>427</b>
<b>60 Day Relapse</b>	<b>55</b>
<b>DV</b>	<b>101</b>
<b>60 Day Cognitive</b>	<b>34</b>

#### Total number of offenders who completed their ATR Program between 7/1/15 to 6/30/16:

<b>Total</b>	<b>544</b>
<b>90 Day Cognitive</b>	<b>384</b>
<b>60 Day Relapse</b>	<b>55</b>
<b>DV</b>	<b>75</b>
<b>60 Day Cognitive</b>	<b>30</b>

#### Total number of offenders terminated from their ATR Program between 7/1/15 to 6/30/16:

<b>Total</b>	<b>73</b>
<b>90 Day Cognitive</b>	<b>43</b>
<b>60 Day Relapse</b>	<b>0</b>
<b>DV</b>	<b>26</b>
<b>60 Day Cognitive</b>	<b>4</b>

**NOTE: We had 2 programs that started in the previous fiscal year but completed in the current fiscal year.**

**4B 6-22-15 to 9-17-15 90 Day AODA/DV 28 enrolled and 27 completed**  
**5D 6-29-15 to 9-24-15 90 Day AODA/DV 34 enrolled and 25 completed**

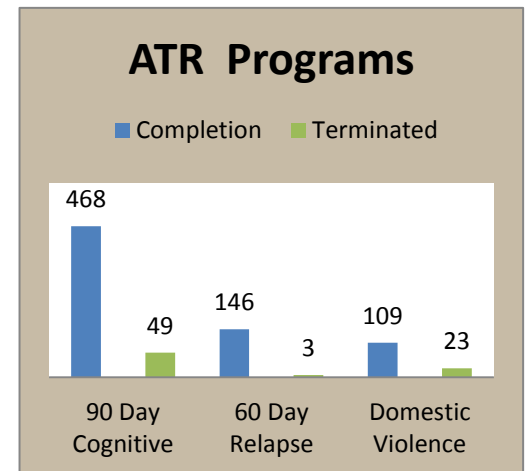
**We had 5 programs that started in this current fiscal year but will end in the next fiscal year.**

**5D 4-18-16 to 7-14-16 90 Day AODA/DV 34 enrolled and 21 completed**  
**4C 4-25-16 to 7-19-16 90 Day Cognitive AODA 40 enrolled and 35 completed**

**4B 5-23-16 to 7-21-16 60 Day Relapse 24 enrolled and completed**

**5C 5-16-16 to 8-11-16 90 Day Cognitive AODA 40 enrolled and 35 completed**

**4D 6-20-16 to 8-16-16 60 Day Cognitive 34 enrolled and 26 completed**



## UNIT DESCRIPTIONS – 3<sup>RD</sup> & 6<sup>TH</sup> Floors

The 3<sup>rd</sup> floor houses one of two special needs units. The inmates on this unit tend to be more aggressive or anti-social coupled with their mental health issues.

The sixth floor consists of a **50 bed** orientation pod, a **40 bed** female pod, a **48 bed** Special Needs pod and a **50 bed** Program Segregation pod for a **total of 188** offenders.

The orientation pod is where the majority of the male probation and parole holds start out at MSDF. The B pod houses the female population; we have 4 segregation cells (a total of 6 beds) in an enclosure right on the unit and 34 general population beds for the females. 6C, Program Segregation, houses Step 1, 2 and 3 Segregation inmates, in addition to center system TLU inmates from the two male Milwaukee centers. It is here that the segregation inmates do their time and earn back privileges while they work their way back into general population.

Also, inmates who have been PRC'd to MAX custody are placed on 6C until they can be moved to maximum security institutions.

The 6D pod is one of two special needs units in the institution. The targeted offenders on this unit are inmates who are chronically mentally or physically ill and vulnerable.

A team approach is taken with all of these populations to manage them appropriately. Staff from security, Psychological Services Unit (PSU) and Health Services Unit (HSU) all work in collaboration on many of these inmates to maintain their stability.

## UNIT DESCRIPTIONS – 7<sup>TH</sup> & 8<sup>TH</sup> FLOORS

The 7<sup>th</sup> and 8<sup>th</sup> floors house up to **400** male Division of Community Corrections (DCC) felony offenders that are confined on a Probation/Parole hold or DAI offenders who are awaiting transfer to DCI or MSDF DAI Housing. DCC offenders who have Probation/Parole holds are pending the investigation of rule(s) violations, pending revocation hearings, or placement of an Alternative to Revocation such as institution treatment program or a halfway house/temporary living placement. An average stay is approximately 45-90 days for DCC offenders. An average wait for DAI offender transferring to DCI is 8 months.

Each floor consists of 4 pods that hold 50 offenders per pod. In addition to security staff, two social workers are responsible for both of the 7<sup>th</sup> and 8<sup>th</sup> floor. The social workers serve as liaisons between offenders and the Probation/Parole agent, the legal system in helping offenders resolve court appearances with municipal, family, and children's court, and assist the offender's agent in gathering information needed for release planning. One psychologist is assigned to each of the floors to assist offenders with mental health concerns. One unit manager is assigned between the two floors who oversees the day to day operations of the 7<sup>th</sup> and 8<sup>th</sup> floors.

In addition, there are 6 Probation/Parole agents and 1 DCC community field supervisor that work directly at MSDF on the 7<sup>th</sup> and 8<sup>th</sup> floors. These agents serve as a liaison with the offender's agent of record. The agent may take offender statements and serve offenders their revocation paperwork, along with assisting with handling any other requests from the offenders' agent of record.

## UNIT DESCRIPTIONS – 9<sup>TH</sup> FLOOR

The 9<sup>th</sup> floor is divided by North and South side units. Each unit consists of two pods which houses fifty (50) inmates, for a total of 200 DAI inmates. The majority of the DAI inmates have 12 months or less confinement time remaining to serve. DAI inmates who remain at MSDF were on supervision in Milwaukee and surrounding counties prior to their revocation.

Inmates who remain at MSDF will be reviewed by Bureau of Offender Classification and Movement (BOCM) to determine custody level, program recommendations and institution placement.

The following work assignments are available for the 9<sup>th</sup> floor inmates: Kitchen (14 full time), Maintenance (2 full time), HSU Custodian (1 full time), Segregation Custodian (1 full time/1 part time), Intake Custodian (2 part time), Sanitation Custodians (2 full time/4 part time), Barbers (2 full time), and Unit Custodians (28 part time).

Adult Basic Education is available for the DAI inmates. In addition, MSDF continues to work with outside agencies to provide parenting classes, driver's education program, cognitive thinking program, re-entry programming and religious services. MSDF has a full time recreation department that provides leisure time activities for the 9<sup>th</sup> floor inmates.

### Staffing

There is a total of sixteen (16) Security staff assigned to the 9<sup>th</sup> floor. On both the north side and the south side housing units of the 9<sup>th</sup> floor, first and second shift include one (1) sergeant and two (2) officers. Third shift includes one (1) sergeant and two (2) officers. One (1) social worker is assigned to the floor to assist the inmates with release planning and other concerns the offender may have. The social worker also assists the inmates with obtaining their social security card, birth certificate, and Wisconsin State ID photos. There is one (1) teacher and one (1) GED examiner assigned to the 9<sup>th</sup> floor. A psychologist is assigned to the 9<sup>th</sup> floor to assist with mental health concerns. One (1) unit manager is assigned to the floor to oversee the daily operations.

## EDUCATION SERVICES

Educational programming at the Milwaukee Secure Detention Facility consists primarily of Adult Basic Education (ABE). The goal of ABE is to prepare inmates who have not completed the requirements for a high school diploma to pass the required core competencies (Math, Language Arts, Science, and Social Studies) for attainment of a General Education Diploma (GED).

MSDF has twenty-four (24) part-time paid academic positions for DAI offenders who will be remaining at MSDF until their release date. All offenders at MSDF are eligible to participate in education programming. Education staff provided services on average to 200 offenders per month. This number includes working with offenders to obtain their GED, increases their skills/knowledge in a core subject, resume building, and providing college information including FAFSA forms.

In fiscal year 2016, MSDF had eighteen (18) offenders complete all the requirements of the GED. The following number of tests were given:

<b>Total Official Tests Given</b>	<b>134</b>
<b>Official Math Test</b>	<b>32</b>
<b>Official Language Arts Test</b>	<b>27</b>
<b>Official Science Test</b>	<b>39</b>
<b>Official Social Study Test</b>	<b>36</b>

Education instruction at MSDF is delivered by teachers who are certified by the Wisconsin Technical College System. The department consists of 5 teachers. One (1) teacher has the primary responsibility of GED testing. There is one (1) part-time OOA, whose responsibility is Library Services.

## PROGRAM SERVICES

### Overview

Programming at the Milwaukee Secure Detention Facility consists primarily of a variety of vocational and personal development classes. Our rapid inmate turnover presents obvious challenges for attainment of long-term education goals. However, inmates are provided an array of opportunities to upgrade their academic skills and receive classroom instruction in preparation for a GED/HSED, and to otherwise work on understanding their criminogenic needs and taking steps toward self-improvement.

### Program Highlights

- Drivers Education – *10 cycles of 25 participants completed.* The very-popular Driver License program, providing instruction to approximately **250** inmates, preparing them for the written Driver License permit exam. DMV officials then administered the written test in the institution.
- Construction Trades Pre-Apprentice Northcott – 1 cycle of 25 participants completed. We again offered a pre-apprenticeship construction skills program in partnership with Northcott Neighborhood Center. The 10-week course covered a variety of topics relative to construction trades and workplace safety.
- We continued to expand recreational opportunities for all offenders through the facilitation of structured recreational/leisure-time activities, making a marked impact on our efforts toward idleness-reduction.
- Math & Blueprint Reading *WRTP – 4 cycles of 25 participants completed.*
- OSHA 10 *Aegis - 4 cycles of 25 participants completed.*
- CPR/AED/First Aid, *American Heart Association – 4 cycles of 24 participants completed.*
- Healthy Relationships (ATR) *CFSS - continuously provided on ATR program pods.*
- Getting Out & Staying Out (ATR) Community Resource Collaboration – *was conducted quarterly.*
- Fathers Matter *Compel, Inc. – 2 cycles of 25 participants completed.*
- Continued our partnership with DCC through a contract with the Center for Self Sufficiency (CFSS) to provide Pre-Treatment programming *Community Partnership Outreach Program* for DCC offenders awaiting Alternative to Revocation (ATR) AODA programming. In process of expanding to include Medication Assisted Treatment using Vivitrol for those individuals identified as having an opioid addiction.
- A *Big, Bold, Beautiful* workshop was again facilitated on the Women's Pod to improve offenders' self-esteem/self-image and support career readiness efforts.
- ServSafe instruction was provided with over 40 inmates successfully achieving their Food Protection Manager certification.

### Special Events/Fundraisers to support Community Partners

- Popeye's Chicken meals sold to benefit *Boys & Girls Club* – Siefert Elementary School. ( \$1,098.44 donated)
- Coat Drive to benefit *Faith Builders International*
- Subway Sandwich Meal sale to benefit *Milwaukee Homeless Veterans Initiative* in conjunction with Veterans Day. (\$953.25 donated)
- Toy Drive and Giving Tree – Staff donated new and gently used toys and holiday gifts for needy children and disadvantaged seniors.
- Holiday Cheese & Sausage boxes sold with proceeds benefiting *Toys for Tots.* (\$356.00 donated)
- Botana's Burrito meal fundraiser to benefit *Human Trafficking Task Force of Greater Milwaukee.* (\$1,044.13 donated)
- Blood Drive – Staff donated approximately 50 pints of blood to *Blood Center of Wisconsin.*
- Renovate and Repair in Conjunction with *Rebuilding Together* – Staff donated time and services to help fix home of elderly woman in need.
- Staff collected new and gently used purses along with personal hygiene supplies for donation to *Fresh Start Learning Center.*
- Popeye's Chicken meals sold to benefit *Hunger Task Force.* (\$625.10 donated)

**Recreation** - Rec Leaders normally visit each pod twice per week for structured activities; once for physical activities/events and once for organized table/games, etc. Rec Leaders coordinate weekly institution videos.

**Religious programming** – Bible Study is offered throughout the facility on a weekly basis. Jummah is facilitated each Friday. Native American Smudging is conducted each Sunday.

## CHAPLAINCY SERVICES

Chaplaincy Services at MSDF provides pastoral care to inmates, and their families; assisting offenders in their response to the realities of their actions prior to, during, and after incarceration; assisting offenders in discovering religious faith or in developing their personal faith, and by working in partnership with the community, to accomplish mutually beneficial results. Chaplaincy functions under two tiers: as representatives of God in a categorically nonspiritual setting; and to provide concrete services – counseling, managing volunteers, conducting services, meeting with community groups, and administering programs to support those whose actions have cut them off from the mainstream of society.

Instruction and worship times are available to each offender upon request.

Religious practice groups include, but are not limited to the following: Buddhist, Christian Catholic, Christian Protestant, Islam, and Native American. Religious leaders for other faith groups not mentioned are contacted if a request is submitted by the offender. This is definitely not an all-inclusive listing.

Approximately [2573 inmates/offenders participated in religious services in 2015-2016](#), which averages out to [107 inmate/offenders per week receiving exposure to faith-based services](#).

Approximately 10-15 various churches, ministries, and other religious organizations supplied volunteers to conduct religious services at MSDF. There are 50 active volunteers providing the above listed faith-based services and studies on a weekly basis. MSDF also offers faith-based volunteer programs to offenders. These are:

- Alcoholics Anonymous
- Correspondence Bible Studies
- Domestic Violence discussions
- Meditation Classes

In addition to instructional and worship opportunities, the following services are also available:

- Pastoral visits with community spiritual leaders of their faith choice
- Spiritual consultation with the chaplain
- Family support groups sponsored by community agencies and religious organizations
- Clothing for offenders having none in personal property upon release
- Community resource information and religious organization networking for offenders being released into the community
- Easter outreach celebration
- Annual Christmas caroling and gift giving

Faith-based libraries currently exist on each floor in every living unit housing offenders. Books pertaining to specified faith groups may be requested through the chaplain.

## PSYCHOLOGICAL SERVICES UNIT (PSU)

The Psychological Services Unit (PSU) at MSDF continues to face an increasing influx of seriously mentally ill inmates. We have also found that there is an increasing level of recidivism within that population that utilizes a

disproportionate level of our services. PSU remains productive, meeting our mandate of screening inmates who enter the facility within 24-48 hours. Our staff provides individual therapy, group therapy, and crisis intervention on their units, which allows them to get to know the inmates better, establishing rapport and knowing how to intervene with their psychological problems more effectively. This diversified approach helps to decrease serious acting out behaviors due to suicidal thoughts, gestures, and attempts. The Mental Health Multi-disciplinary Team continues to meet weekly to coordinate care for mentally ill inmates housed on the special needs unit, geriatric population, general population, segregation and the female unit.

MSDF had **265 observation placements** in the fiscal year 2015 to 2016. These numbers do reflect a significant difference between observation placements in the previous years, and we believe that the level of service provided is reflective of the continual needs of a minority of the severely and persistently mentally ill that revolve in our system. During this past year we have seen a new trend of providing extensive care and resources to those inmates who return to our system time and time again as opposed to the newer inmates. The recidivism rate for these chronically and persistently mentally ill inmates has taxed our resources and caused us to create a greater number of behavior plans that attempt to help these inmates navigate prison rules. Our work with the inmates has been significantly aided by the consistent and better trained front line staff, and security supervisors who are able to defuse situations on the pod without having to resort to observation or TLU placements to solve a situation.

## HEALTH SERVICES UNIT (HSU)

Compared to other DOC facilities, MSDF faces challenges of housing both DAI and DCC offenders in a jail-type environment. MSDF houses both male and female inmates in a high-rise setting. Many of our patients are admitted from the community and, therefore, often have had little to no access to healthcare prior to entering MSDF. The population continues to age and with improved medical outcomes for patients with infectious disease, HSU staff is seeing an increase in offenders with multiple chronic diseases or health care concerns.

MSDF nursing staff administers all controlled medications to our offenders throughout the facility. HSU manages offenders' health care records, which are time sensitive and labor intensive. We have paper charting that is maintained 7 days a week, 365 days a year. HSU maintains these active and inactive health care records in collaboration with Central Medical Records (Dodge Correctional) and Inactive Women's Medical Records (Taycheedah).

Our health care staff continues partnerships with Marquette University and Concordia University. Nurse practitioner students continue to work with MSDF health care staff in caring for offenders while enriching their clinical experience in the field of correctional health care.

MSDF Health Services Unit Statistics 7/1/2015- 6/30/2016		
Intake Screenings and Medical Histories Completed	8,500	
Medical Provider Appointments	4,200	
Sick Call (Health Requests) Assessments Completed by RNs	3,500	
Med Refills	13,350	
History/Physicals Completed by Advanced Care Providers	3,150	
Clinical (Specialty) Offsite Appointments	725	
Discharges	7,595	

## INMATE COMPLAINT REVIEW SYSTEM

The Inmate Complaint Review System (ICRS) allows MSDF inmates an opportunity to have their grievances addressed. Types of complaints investigated by the Institution Complaint Examiner (ICE) include, but are not limited to, issues of rules, living conditions, medical services, property, and staff actions. Issues such as these can impact the daily living conditions and climate of the institution. Investigations of complaints are done under the supervision of the Warden. This process allows staff and inmates the opportunity to understand policies and to correct any errors should they be found.

This office receives on average 40 complaints per week. The MSDF ICE is a member of the statewide DAI Policy committee, chairs the MSDF Policy & Procedure Committee and is the site LEP Coordinator. The ICE is also the litigation coordinator for the facility and reviews inmate's appeals on disciplinary hearing decisions for procedural errors prior to the Warden's review.

Complaints	FY 11	FY 12	FY 13	FY 14	FY 15	FY 16
Total	750	955	937	979	1192	1095

### Complaint Results FY16:

Affirmed – 114	Dismissed – 438
Rejected – 543	Appealed to CCE's office – 72

COMPLAINTS BY CATEGORY			
01 Staff (Previously 195)	147	13 Food (Previously 34)	14
02 Corr./Pub. (Previously 162)	77	14 Classification	39
03 Discipline (Previously 91)	65	15 ICRS	22
04 Medical	76	16 Discrimination	1
05 Parole/Release	39	17 I/M Accounts (Previously 78)	95
06 Personal Physical Cond. (Previously 59)	97	19 Breach of CHI	5
07 Property (Previously 143)	127	20 Staff Sexual Misconduct	5
08 Rules (Previously 80)	104	21 Inmate Sexual Misconduct	1
09 Religion	24	22 Dental	13
10 Work/School (Previously 39)	27	24 Staff Misconduct (Previously 13)	23
11 Visiting (Previously 39)	21	25 Psychology	3
12 Other	59	26 Psychiatry	11

### Goals for the Upcoming Fiscal Year

- Maintain the integrity, ethics, timeliness and professionalism of the ICRS.
- Maintain open lines of communication with staff and inmates in an effort to reduce the amount of formal complaints.
- Continue working with staff to ensure that MSDF is revising existing policies and implementing procedures consistent with other DAI facilities, Administrative Code and DAI policies.
- Reduce the amount of monetary reimbursements paid through the complaint system. For the current fiscal year, the amount reimbursed was \$838.93, an increase of 70% from the previous fiscal year.
- Continue to help inmates use and understand the Chain of Command. 4% of complaints were returned the previous fiscal year. Last year I suggested this percentage could potentially increase by helping inmates use the ICRS more wisely, but in the long run it should lower overall complaints as they continue to utilize Unit and Line staff more appropriately. During this fiscal year 43% of complaints were returned



to inmates. Our total number of complaints for the year was 1095, and returned complaints was 823. This does not account for complaints that are again submitted by the inmate a second time after complying with the ICE's directives, but it shows the significant amount of complaints that were being submitted to the Warden that could have been handled at a different level. In addition, this means technically we received an additional 679 complaints during this fiscal year to be processed than last year. Therefore the complaints received did not go down as expected, but hopefully over time this will become the trend.

## BUREAU OF OFFENDER CLASSIFICATION AND MOVEMENT

Under the direction of the Division of Adult Institutions, and in accordance with DOC Administrative Code s. 302, BOCM employs 1 FTE Offender Classification Specialist (OCS) and 1 FTE Operations Program Assistant (OPA) at MSDF. The OCS is responsible for completing initial classification and chairing program review committees; both of which determine an offender's custody level, programming and placement. COMPAS Assessments have been introduced to MSDF Initial Classification beginning November 1, 2014 and are routinely completed based on the inmate's sentence structure.

*In the last fiscal year (July 1, 2015 to June 30, 2016) the following actions were completed:*

- **Initial Classification Actions:** 400
- **Reclassification Hearings:** 16
- **Reclassification at WCCS sites:**
  - **MSCC:** 50
  - **FCCC:** 75

*In the last fiscal year (July 1, 2015 to June 30, 2016) the following COMPAS Assessments were completed at MSDF:*

- **COMPAS CORE Assessment:** 41
- **COMPAS CORE Incomplete Assessments:** 2

The OPA is responsible for maintaining an Access database for institutional alternative to revocation (ATR) placements for regions 2, 3, 4 and 7. In the last fiscal year, 1,302 referrals have been processed.

The responsibility of Internal Classification transferred to MSDF April 1, 2015.

## RECORDS OFFICE

The Records Office at Milwaukee Secure Detention Facility is responsible for maintaining legal and social service files on offenders from the Division of Adult Institutions as well as creating and maintaining files for probation and parole violators housed temporarily at MSDF from the Division of Community Corrections (DCC). Records staff coordinate parole hearings and disseminate legal information; they coordinate releases; calculate parole eligibility dates; mandatory release/extended supervision release and maximum discharge dates; enter court-ordered sentences and sentence modifications into offender records; and process revocation orders; record institutional disciplinary actions; and set up Parole Board hearings.

MSDF Records personnel also coordinate and document all offender movement to and from the institution. They organize all intake, releases, court visits, and detainer pickups. They arrange for offender file reviews, open

records requests, and respond to the public regarding legal matters and offender status, serve warrants, detainers and other legal papers to the offenders.

The Records Supervisor is designated as the institution legal custodian.

The Records Office faces many challenges with the different types of offenders that are housed at MSDF and the amount of offender movement into and out of MSDF. The accompanying table breaks down the amount of movement handled on a monthly basis.

MONTH (2015/2016)	VOP in (Male/Female)	DCI Holds In/Out	DAI	TLU	Releases	Transfers
July '15	441	171	0	15	379	17
August '15	359	148	2	6	330	12
September '15	396	154	1	1	422	23
October '15	470	167	0	9	427	2
November '15	326	162	3	8	400	3
December '15	373	155	0	11	342	4
January '16	384	147	0	3	418	10
February '16	375	160	1	7	338	13
March '16	414	157	0	7	450	10
April '16	444	167	2	1	453	13
May '16	393	146	0	7	416	7
June '16	439	139	1	9	416	3
<b>TOTAL (2015/2016)</b>	<b>4814</b>	<b>1873</b>	<b>10</b>	<b>84</b>	<b>4791</b>	<b>117</b>
<b>AVERAGE (Per Month)</b>	<b>401</b>	<b>156</b>	<b>1</b>	<b>7</b>	<b>399</b>	<b>10</b>
<b>Total In (2014/2015)</b>	<b>6781</b>					
<b>Average (Per Month)</b>	<b>565</b>					
<b>Total Out (2014/2015)</b>	<b>6781</b>					
<b>Average (Per Month)</b>	<b>565</b>					

## CONTACTS FOR MAJOR DOC INITATIVES

<b>ADA COORDINATORS:</b>	Tina Watts, 414/225-5648	Phil Harkleroad, 414/212-4902
<b>LEP COORDINATOR:</b>	Heather Paulsen, 414/212-6804	
<b>COMPAS:</b>	Patti Guibord, 414/225-5638	
<b>PREA:</b>	Robert Miller, 414/212-4945	Rose Larson, 414/212-4926